

Program E: Commercial

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

Proposed performance standards do not reflect the most recent budget adjustments implemented by the Division of Administration during development of the FY 2003-2004 Executive Budget Supporting Document. Rather, proposed performance standards indicate a "To be established" status since the agency had insufficient time to assess the full performance impacts of the final Executive Budget recommendation. As a result, during the 2003 Legislative Session, the agency will seek amendments to the General Appropriations Bill to identify proposed performance standards reflective of the funding level recommended in the Executive Budget Supporting Document.

DEPARTMENT ID: 04A Department of State

AGENCY ID: 04-139 Secretary of State

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1. (KEY) To maintain an efficient filing system by continuing a low document filer error rate of no more than ____% of documents.

Strategic Link: This objective relates to Strategic Objective 1: *To speed up the filing process by maintaining or reducing the document filer error rate annually at or below 7% of total documents filed.*

Louisiana: *Vision 2020* Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
425	K	Percentage of documents returned	7%	6.69%	7%	7%	7%	To be established
6220	S	Total number of documents returned	11,700	13,209	11,700	11,700	12,000	To be established

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2. (KEY) To achieve a ___% accuracy rate in data entry in Uniform Commercial Code (UCC) and Farm Products filings.

Strategic Link: This operational objective relates to a strategic goal of maximizing the efficiency of document processing and information services.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
426	K	Percentage accuracy in data entry of UCC and Farm Product filings	99%	99.9%	99%	99%	99%	To be established
427	S	Number of filings	172,000	145,199	166,500	166,500	149,500	To be established

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3. (KEY) To process ___% of all service of process suits received within 24 hours of being served to the program.

Strategic Link: This operational objective relates to a strategic goal of ensuring compliance with the laws governing the program at the lowest possible cost to tax payers.

Louisiana: *Vision 2020* Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
6201	K	Percentage of suits processed within 24 hours of receipt	100%	100%	95%	100% ¹	100%	To be established
429	S	Service of process filings (lawsuits filed)	37,000	34,472	36,000	36,000	35,000	To be established

¹ This performance indicator was revised by an August 15th Performance Standard Adjustment approved on September 19, 2002.

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4. (KEY) The program will maintain the frequency of requests for updated regulatory requirements to at least ____ requests per year.

Strategic Link: This objective relates to Strategic Objective 4: *To improve the timeliness and quality of the data used to generate reports for First Stop Shop customers, the program will increase the frequency of requests for updated regulatory requirement of at least two requests per year.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
14355	K	Number of requests for updated regulatory requirements sent to agencies in program's database.	Not applicable ¹	Not Applicable ¹	1	2 ²	2	To be established

¹ This performance indicator did not appear under Act 12 of 2001 and does not have a performance standards for FY 2001-2002.

² This performance indicator was revised by an August 15th Performance Standard Adjustment approved on September 19, 2002.